

A SmarTrip® card makes riding Metro easier and less expensive.

SmarTrip® is Metro's permanent, rechargeable farecard. It's encoded to charge discount fares for people with disabilities



or senior citizens. To buy one, you'll need a Metro Disability ID card or proof of age 65 or older.

- Use your SmarTrip® card to pay to ride Metrorail and Metrobus. You also must show your Metro Disability ID or proof of age 65 or older when requested.
- Buy your reduced fare SmarTrip® card online at MetroOpensDoors.com. You'll need a Metro Disability ID card to buy the card online, and you'll have to use a major credit card. Or buy your reduced fare or Senior SmarTrip® card at any Metro sales office.
- Register your SmarTrip® card when you buy it. If you lose it, you can buy a replacement card that includes the fare value of the lost card at the time you reported the loss.
- Add value to your SmarTrip® card in any Metro station at a Farecards and Passes machine or on any Metrobus.



Tips for Riding Metro for People with Disabilities and Senior Citizens

- How to use the train and bus
- Accessibility features
- Metrorail system map
- Elevator locations
- Answers to FAQs



wmata.com

202-637-7000 — TTY 202-638-3780



Metro is a convenient, accessible and safe way for people with disabilities and senior citizens to get around. Learn about accessibility features and about how to qualify for reduced fares in this brochure.

Free system orientations

Sign up for free one-on-one or group orientation sessions which offer familiarization with and hands-on training on Metrobus and Metrorail.

To schedule a session, customers may contact the ADA office at:

202-962-1558 or 1100
TTY 202-962-2033
access@wmata.com

ADA customer service

Metrobus operators, Metrorail station managers and train operators are graduates of the ADA Customer Service training program.



All buses are accessible. **Low floor ramp and lift-equipped buses** make it easy for you to get on and off the bus. Please tell the driver if you need to use the ramp or lift to get on or off the bus.

The wheelchair securement area is near the front of the bus. Wheelchairs and mobility devices are secured by tie downs. There is a lap belt for safety.

Priority seats are located behind the driver. If you need priority seating, it's okay to ask.

Digital signs and audio systems announce stops, intersections and transfer points on most Metrobuses.

Metrorail is accessible



Large & symbols on pylons outside stations direct you to the elevators. Raised letters and Braille identify the station and the Metro lines serving it.



Priority parking spaces near the station entrance are reserved for vehicles that display DMV permits or license plates.



TTY-equipped telephones are in each station on the mezzanine near the large system maps.



On escalators, the yellow strip defines the edge of the step to help customers with low vision.



Elevators are equipped with security cameras and emergency intercoms to contact the station manager.



In-elevator chimes and audio messages announce the elevator's level and the direction (up/down) it will travel.



Lower panels on farecard machines make it easy for customers in wheelchairs to buy fares.

Answers to frequently asked questions

1. Who is eligible for Metro's reduced fare programs?

People with disabilities (which are medically certified by a health care provider), senior citizens age 65 and older, and valid Medicare cardholders.

2. How do I get a Metro Disability ID card for the reduced fares?

Complete an application with certification by one of the health care professionals listed on the application and return it to Metro. For an application, please call 202-962-1558 (TTY 202-962-2033).



Instructions at Passes/Farecards machines also are in Braille, raised letters and audio.



An extra-wide faregate is in every station to make access easy for customers in wheelchairs. Other conveniences include the entry-slot farecard returns and SmarTrip® targets which are inside the faregates.



Platform tiles change from smooth to bumpy domes to alert you that you are near the edge in many stations.



Customers who are blind or have low vision may use their cane or foot to detect the change. **Lights flash** on the platform edge when a train is arriving to assist customers who are deaf or hard of hearing.



Large signs on the platform wall name the station and street exits, and the & symbol direct you to the nearest elevator.



Emergency intercoms at each platform are marked with a white stripe or the word HELP.

3. How do I get reduced fares as a senior citizen?

Senior citizens, age 65 and older, may purchase a Senior SmarTrip® card for \$2.50 or \$10 reduced fare paper farecards.

4. How much does a Metro Disability ID card cost?

The cards are free.

5. May I use my Medicare card to get the discount fare?

Yes, but you also must have a photo ID to show (on request) where you buy your discounted farecards, and on Metrobuses.



Use the intercom to call the station manager in an emergency. Instructions are in Braille and raised letters. If you cannot speak, simply press and continue to hold the button for immediate help.



Large electronic signs on each mezzanine and platform list elevator outages and shuttle bus locations. They also display the destination and arrival time of the next trains, and service delays.



Rail car gap reducers shorten the space between the car and platform to make it easier for people who use wheelchairs or other mobility devices. Chimes and audio announcements alert you when car doors open and close.



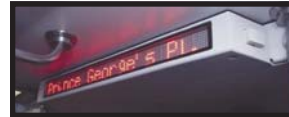
Barriers between rail cars prevent riders who are blind or have low vision from mistaking the space for a doorway.



Priority seats are next to the center train doors. Audio announcements advise you of the next station.



Display signs in some cars name the next station and advise you on which side of the car the doors will open.



Intercoms at both ends of a rail car are accessible to people who use wheelchairs. Use the intercom only to report an emergency to the train operator. Instructions are in Braille and raised letters. If you cannot speak, simply press and hold the call button for assistance.



MetroAccess



MetroAccess offers door-to-door service to people with disabilities who are unable to use regular accessible bus or rail service.

Customers must be tested and certified by Metro before using MetroAccess.

Service is available in areas served by Metrobus, ART, Connect-A-Ride, CUE, DASH, Fairfax Connector, RIBS, Ride On, TheBus and Tysons Shuttle.



All MetroAccess customers with a valid MetroAccess ID card (and one companion) may ride for free on Metrobus, Metrorail, City of Fairfax CUE, City of Falls Church GEORGE, D.C. Circulator, Fairfax Connector, Montgomery County Ride On and Prince George's TheBus.

For additional information about MetroAccess:

wmata.com
301-562-5360
TTY 301-588-7535

Helpful phone numbers

Customer Information202-637-7000
TTY 202-638-3780

Customer Relations.....202-637-1328
TTY 202-638-3780

Elevator Status and
Service Disruptions.....202-962-1212
TTY 202-638-3780

Metro Reduced
Fare Program202-962-2700
TTY 202-962-2033

Elevator Outage/
Shuttle Service202-962-1825
TTY 202-638-3780

Office of
ADA Programs.....202-962-1100
TTY 202-962-2033

Elevators at Metro stations



To check the status of an elevator at a specific station before traveling, call 202-962-1212. You can map your trip online using The Metro Trip Planner and plot an alternative route in case an elevator is out of service. If the elevator is not working, you may call 202-962-1825 (TTY 202-638-3780) to arrange for shuttle service.

You may sign up for the Electronic Elevator Notification System (ELLEN) that alerts you in advance about elevator outages and service disruptions so you may make alternate arrangements. ELLEN alerts subscribers by e-mail, cell phone text message, pager or personal digital assistant. Register for ELLEN online at wmata.com.

Options if an elevator is out of service

1. Please let the station manager or a Metro employee know if you need assistance or would like to arrange for shuttle bus service.
2. If you are at a station with a split platform, you may ride to the nearest station with a center platform. Then return to your destination station but from the opposite direction to access the working elevator.
3. If you are downtown where stations are closer together, you may locate the next closest station to your destination with a working elevator. Then you may ride to that station and exit.

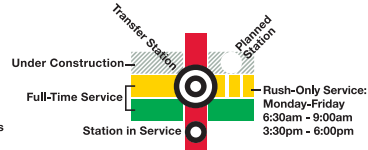
Locations of street level elevators at Metrorail stations

Station	Elevator location
Addison Road-Seat Pleasant	Central Ave., east of Addison Rd.
Anacostia	Shannon Pl. between Martin Luther King & Firth Sterling Aves. SE; North of Howard Rd. & Anacostia Frwy.
Archives	North of Pennsylvania Ave, west of 7th St. NW
Arlington Cemetery	Memorial Dr.
Ballston-MU	SW & NW corners of Fairfax Dr. & N. Stuart St.
Benning Road	North of E. Capitol St.
Bethesda	West side of Wisconsin Ave. at Montgomery Ln.
Braddock Road	North side of Braddock Rd. at West St.
Branch Ave	East of Branch Ave at Auth & Old Soper Rds.
Brookland-CUA	Michigan Ave. & Bunker Hill Rd. NE
Capitol Heights	SE corner E. Capitol St. & Southern Ave.
Capitol South	NW corner of First & D Sts. SE
Cheverly	Columbia Park Rd., south of Rt. 50
Clarendon	Between Clarendon & Wilson Blvds. at N. Highland St.
Cleveland Park	East side of Connecticut Ave. NW north of Ordway St.
College Park-U of Md	East & west sides of Calvert Rd. between Rt. 1 & Kenilworth Ave.
Columbia Heights	West side of 14th St. NW at Irving St.
Congress Heights	North & south sides of Alabama Ave. SE at 13th St.
Court House	Clarendon & Wilson Blvds. at N. Uhle St.
Crystal City	North side of 18th St. between Clark Pl. & Jefferson-Davis Hwy.
Deanwood	North side of Minnesota Ave. NE between Nash & 48th Sts.
Dunn Loring	Median of I-66 at Gallows Rd.
Dupont Circle	SW corner of Connecticut Ave. & Q St. NW
Eastern Market	SE corner of Pennsylvania Ave. & 7th St. SE
East Falls Church	Median of I-66 at N. Sycamore St.
Eisenhower Ave	Eisenhower Ave. at Stovall St.
Farragut North	East side of Connecticut Ave. between K & L Sts. NW
Farragut West	NW corner of 18th & I Sts. NW
Federal Center SW	SW corner of 3rd & D Sts. SW
Federal Triangle	West side of 12th St. NW between Pennsylvania & Constitution Aves. NW
Foggy Bottom-GWU	On I St. between 23rd & 24th Sts. NW
Forest Glen	Georgia Ave. at Forest Glen Rd.
Fort Totten	Galloway St. NE, east of S. Dakota Ave.

- Legend**
- Red Line • Glenmont to Shady Grove
 - Orange Line • New Carrollton to Vienna
 - Blue Line • Franconia-Springfield to Largo Town Center
 - Green Line • Branch Ave to Greenbelt
 - Yellow Line • Huntington to Fort Totten
 - Silver Line • Future Dulles Corridor Line

Station Features

- Bus to Airport
 - Parking
 - Hospital
 - Airport
- Connecting Rail Systems**
- VRE
 - MARC



MetroRail Operating Times
Mon-Thu
5am-midnight
Fri
5am-3am
Sat
7am-3am
Sun
7am-midnight
 Times are approximate. Check station kiosks or online for exact times.

Metro is accessible.

- No Smoking
- No Eating or Drinking
- No Animals (except service animals)
- No Audio (without earphones)
- No Littering or Spitting
- No Dangerous or Flammable Items

Station

Elevator location

Franconia-Springfield	Franconia-Springfield Pkwy. at Frontier Dr.
Friendship Heights	East side of Wisconsin Ave. at Western Ave. SW corner of Wisconsin Ave. at Jenifer St.
Gallery Place	NE side of 7th St. NW, between F & G Sts.
Georgia Ave-Petworth	East & west sides of Georgia Ave. NW at New Hampshire Ave.
Glenmont	Georgia Ave. at Glenallen Ave.
Greenbelt	Cherrywood Ln. at CSX/MARC RR
Grosvenor-Strathmore	East side of Rockville Pk. between Montrose Ave. & Tuckerman Ln.
Huntington	N. Kings Hwy, north of Fort Dr.
Judiciary Sq	South side of F St. NW between 4th & 5th Sts.
King St-Old Town	King St., west of Commonwealth Ave.
Landover	West side of Pennsy Dr., north of Landover Rd.
Largo Town Center	Harry S. Truman Dr. & Largo Dr.
L'Enfant Plaza	SW corner DOT courtyard, D St. SW between 6th & 7th Sts.
McPherson Sq	SW corner 14th & Eye Sts. NW
Medical Center	SW corner Rockville Pk. & South Dr.
Metro Center	East side of 12th St. between G & H Sts. NW
Minnesota Ave	Minnesota Ave. NE, north of Grant St.
Morgan Boulevard	Garrett A. Morgan Blvd. & Fieldstone Way
Mt. Vernon Sq/7th St.- Convention Center	SW corner 7th & M Sts. NW
Navy Yard-Ballpark	NW corner of M St. SE at New Jersey Ave.
Naylor Road	Suitland Pkwy. at Naylor Rd.
New Carrollton	West of Garden City Dr., north of John Hanson Hwy.
NoMa-Gallaudet U	Florida Ave. & 2nd St. NE; M & 2nd Sts. NE
Pentagon	Metro Transit Center
Pentagon City	East side of Hayes St. between Army-Navy Dr. & 15th St.
Potomac Ave	NE corner 14th St. & Potomac Ave.

Station	Elevator location
	north of Pennsylvania Ave. SE
Prince George's Plaza	South side of East-West Hwy. west of Belcrest Rd.
Rhode Island Ave-Brentwood	South side of Rhode Island Ave., west of 8th St. NE
Rockville	East side of Hungerford Dr. (Rt. 355) & Rockville Pike
Ronald Reagan Washington National Airport	Opposite main terminal w/connecting walkway
Rosslyn	East side of N. Moore St. between Wilson Blvd. & 19th St.
Shady Grove	Rt. 355, north of Redland Rd.
Shaw-Howard Univ	NE corner of 7th & S Sts. NW
Silver Spring	South side of Colesville Rd. between East-West Hwy. & Second Ave.
Smithsonian	NW corner of 12th St. & Independence Ave. NW
Southern Ave	Southern Ave., southwest of 23rd Pkwy.
Stadium-Armory	East side of 19th St. SE between C & Burke Sts.
Suitland	Suitland Pkwy. west of Silver Hill Rd.
Takoma	Cedar St. at Carroll Ave.
Tenleytown-AU	East side of Wisconsin Ave. NW, north of Albemarle St.
Twinbrook	Halpine Rd. & Twinbrook Pkwy.
U Street	SE corner of 13th & U Sts. NW
Union Station	Entrance to Amtrak, east side of First St. NE
Van Dorn St	S. Van Dorn St. & Eisenhower Ave.
Van Ness-UDC	West side of Connecticut Ave., south of Veazey St. NW
Vienna	Median of I-66 at Leesburg Pk.
Virginia Sq-GMU	SW corner of Fairfax Dr. & N. Monroe St.
Waterfront	M St. SW at 4th St.
West Falls Church	Median of I-66 at Leesburg Pk.
West Hyattsville	West side of Ager Rd., north of Queens Chapel Rd.
Wheaton	Georgia Ave. at Reddie Dr.
White Flint	East side of Rockville Pk. at Marinelli Rd.
Woodley Park	SW corner of Connecticut Ave. & Woodley Rd.

More answers to frequently asked questions

6. How do I get the reduced fare?

On Metrobus—Use the reduced fare or Senior SmarTrip® card. If you pay by cash, show your Metro Disability ID, Senior SmarTrip® card OR Medicare card and a photo ID card (proof of age 65 or older) to the driver and pay the reduced fare. Transfers are free only when using a SmarTrip® card.

On Metrorail—Use a reduced fare or Senior SmarTrip® card. One-half the regular fare will be deducted when you exit.

7. Is my Metro Disability ID card or Senior SmarTrip® card for reduced fares accepted on other local buses or rail service?

Yes. ART, CUE, Fairfax Connector, Ride On, TheBus, VRE and MARC accept it.

8. Where may I buy farecards and SmarTrip® cards?

Reduced fare SmarTrip® cards are available online at wmata.com. You must be registered with Metro as a Metro Disability ID cardholder to buy it online and you must use a major credit card. Shipping and handling are free and your order is usually mailed within five days. **Reduced fare and Senior SmarTrip® cards and reduced farecards** are sold at **Metro sales offices** and transit stores, and at some area Giant and Safeway stores.

9. What happens if my farecard or pass doesn't work?

See the station manager who will give you a postage-paid fare adjustment envelope if it is damaged. Return the envelope to the station manager or drop it in the mail to have a replacement card mailed to you in about ten days. For an immediate replacement, go to a Metro sales office.